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DOCUMENT HISTORY LOG

STATUS ¹	DOCUMENT REVISION ²	EFFECTIVE DATE	DESCRIPTION ³
Baseline	2.0	January 1, 2016	Initial version Uniform Managed Care Manual Chapter 10.1.12, "STAR+PLUS LTSS Quality Measures Technical Specifications." Chapter 10.1.12 applies to contracts issued as a result of HHSC RFP numbers 529-10-0020, 529-12-0002, and 529-13-0042.
¹ Status should be represented as "Baseline" for initial issuances, "Revision" for changes to the Baseline version, and "Cancellation" for withdrawn versions ² Revisions should be numbered according to the version of the issuance and sequential numbering of the revision—e.g., "1.2" refers to the first version of the document and the second revision. ³ Brief description of the changes to the document made in the revision.			



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Applicability of Chapter 10.1.12

This chapter applies to Managed Care Organizations (MCOs) participating in the STAR+PLUS Program. In this chapter, references to “Medicaid” or the “Medicaid Managed Care Program(s)” apply to the STAR+PLUS Program. The term “MCO” includes health maintenance organizations (HMOs), exclusive provider organizations (EPOs), insurers, and any other entities licensed or approved by the Texas Department of Insurance.

The requirements in this chapter apply to all Programs referenced above, except where noted.

Introduction

HHSC stakeholders, both internal and external, had recognized a need for improved long term services and supports measures for the STAR+PLUS home and community-based services program and the State Plan community-based long term services and supports. In the fall of 2013, HHSC convened a workgroup consisting of external stakeholders and representatives from the external quality review organization to develop a comprehensive set of performance measures that will provide data that allows the State to evaluate the quality of home and community-based services long-term services and supports provided through Medicaid managed care. These measures are included in the managed care quality dashboard.

In accordance with the Contract, beginning in CY 2015, the STAR+PLUS MCO must file quarterly Long-Term Services and Supports Reports including the data specified in the UMCM Chapter 10.1.7, “Performance Indicator Dashboard for Quality Measures.” Quarterly reports are due 30 days after the end of each quarter and should be uploaded by each MCO to the respective TXMedCentral DELIV folder. After uploading the reports, the MCO should notify HHSC.

Domain:	Timeliness
Performance Measure:	Timeliness of face-to-face assessment for personal attendant services after member non-emergency request
Numerator:	Number of non-emergency personal attendant services service requests entered in the system that resulted in an assessment within established managed care organization timeliness standards



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Denominator: Number of non-emergency personal attendant services service requests entered in system

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Timeliness

Performance Measure: Timeliness of authorization of non-emergency personal attendant services after assessment determining need

Numerator: Number of non-emergency personal attendant services service authorizations submitted to providers within established managed care organization timeliness standards

Denominator: Number of non-emergency personal attendant services service authorizations submitted to providers

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Timeliness

Performance Measure: Timeliness of initiation of non-emergency personal attendant services after managed care organization authorization of services



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Numerator: Number of instances of non-emergency personal attendant services initiated within established MCO timeliness standards.

Denominator: Number of instances of new non-emergency personal attendant services service initiations reflected in electronic visit verification data.

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: April 2016 – May 2016, due June 30

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Timeliness

Performance Measure: Timeliness of service coordinator assignment after a request for a service coordinator is made by a member not requiring and named service coordinator

Numerator: Number of service coordinator assignments made within established managed care organization timeliness standards

Denominator: Number of service coordinator requests entered in system

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Service Coordination

Performance Measure: Rate of face-to-face service coordination encounters completed as required



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Submeasure A

Numerator: Unduplicated number of members in risk category 1 with face-to-face encounters.

Denominator: Number of members in risk category one

Submeasure B

Numerator: Unduplicated number of members in risk category 2 with face-to-face encounters.

Denominator: Number of members in risk category two

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Service Coordination

Performance Measure: Quarterly turnover rate for field service coordinators.

Numerator: Number of new service coordinator vacancies during quarter.

Denominator: Number of service coordinators on first day of quarter.

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Service Coordination

Performance Measure: Service Coordination Hotline Performance

Submeasure A: • Number of Calls Answered by Live Person

Submeasure B: • Number of Calls Abandoned

Submeasure C: • Total Number of Calls Answered



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Submeasure D: • Average Hold Time

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2016 – May 2016, due June 30

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.